Your local independent charity supporting older people in Camden since 1965

Charity No. 293446

Smart Talks by Age UK Camden: knowing your device workshop

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Age UK Camden:
Our Digital Inclusion Service

Our Digital Inclusion Service supports anyone over the age of 55 with any technical issues you are experiencing

Home Visits | One to One Support |Group Gadget Clinics
Speciality Tech Workshops | Digital Guide Booklets

Contact us

Email: digitalinclusion@ageukcamden.org.uk
Website: www.ageukcamden.org.uk
Phone Number: 020 7239 0400

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In Today's Session:

- Get a brief introductory overview of the world of digital devices
- Start building a foundation for future digital learning
- Chat together about technical issues
- Take away some tangible tips for good and safe online practices
- Join in a Q+A session at the end of the presentation

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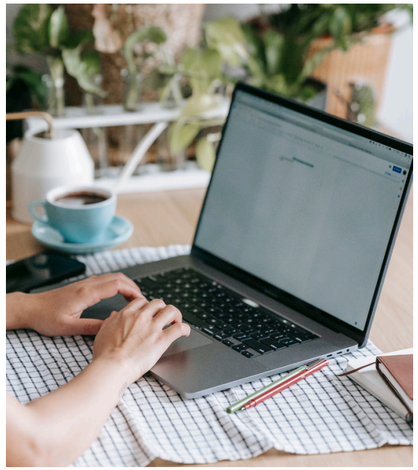
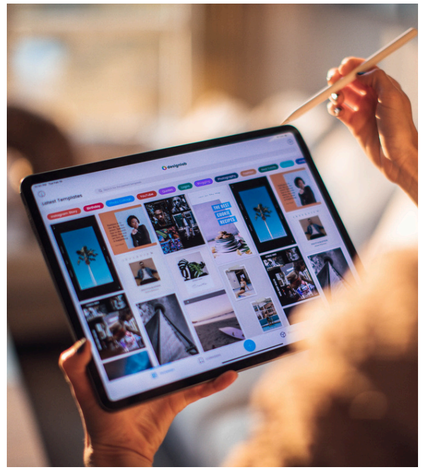
Which types of digital devices ?

Desktop Computer

Laptop Computer



Tablet



Smart Phone

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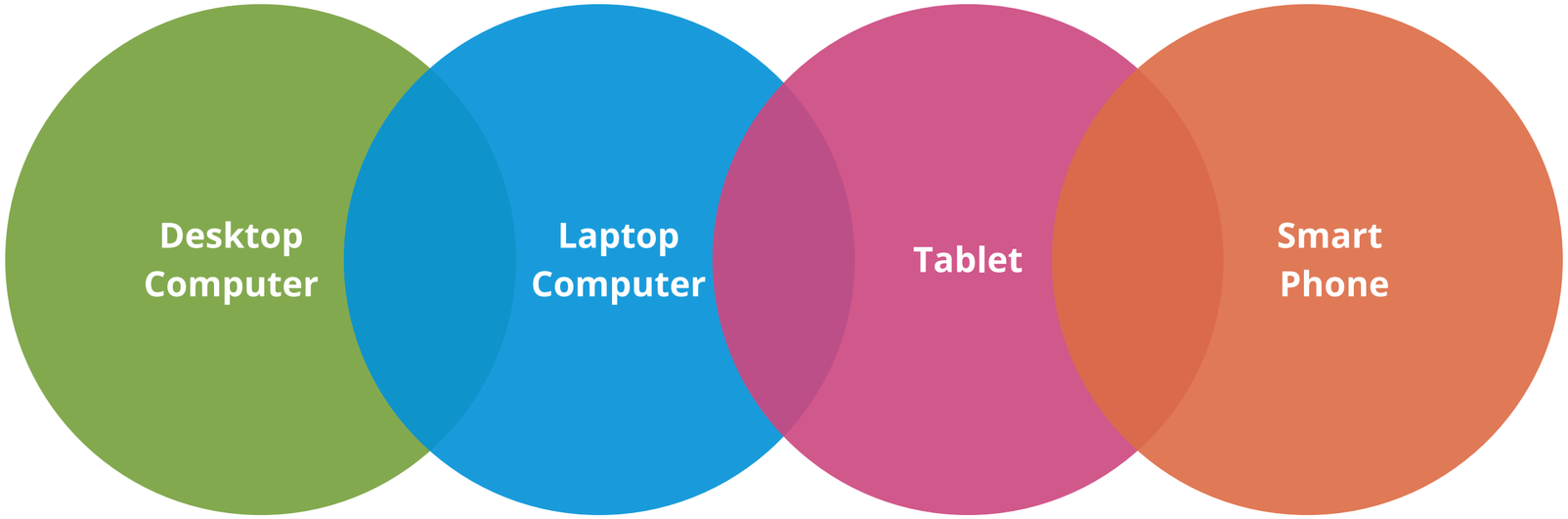
What is the difference?



- All are computers but in different sizes
- Smart phones are getting bigger
- Tablets have attachable keyboards
- Laptops are now the similar size and weight of tablets
- Desktops are getting slimmer and no longer have a 'tower'

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QUESTION:

What are the biggest challenges either you or your peers face when using digital devices?

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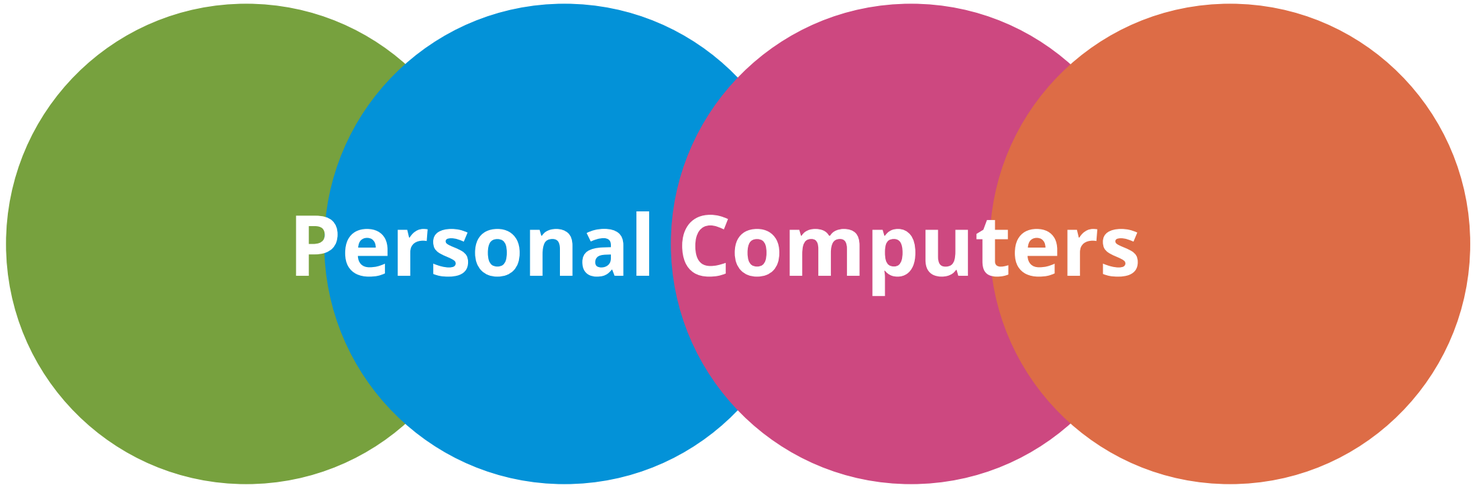
Many Tools At Your Fingertips



Torch Music Player Television Calculator Telephone Storage

Calendar Camera Voice Recorder Map Address Book

Ways You Can Communicate On Your Devices

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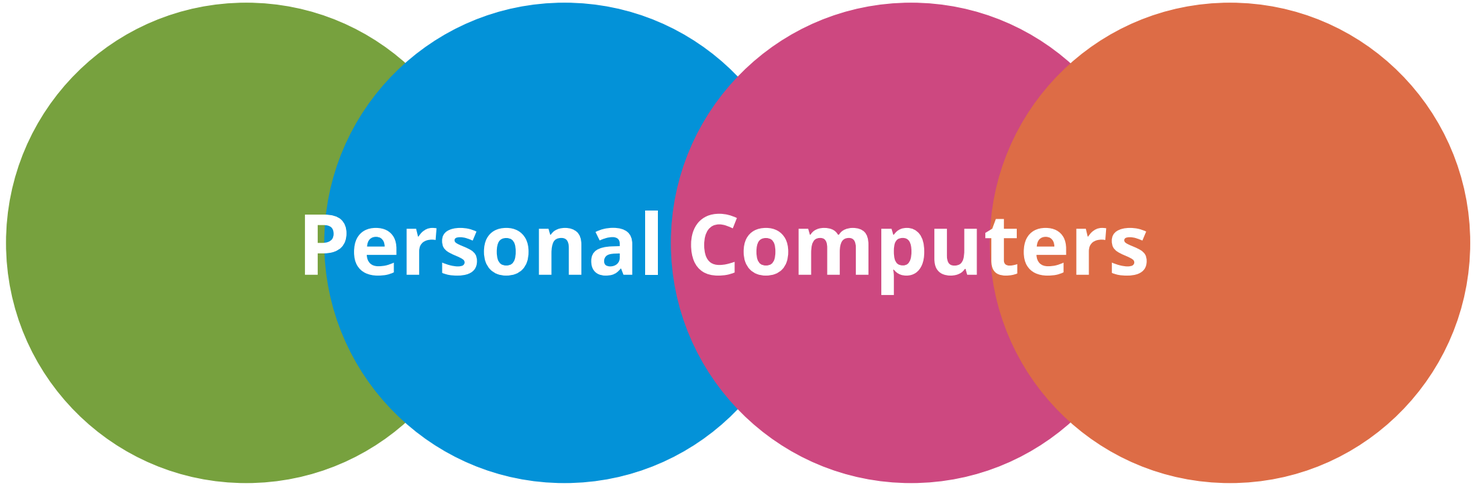

Text Messages

Emails

Phone Calls

Voice Notes

Video Calls

Instant Messaging Apps

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QUESTION:
What ways do you use your device?

What are Apps?

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- An App (application) is a software download that you can install to your smart phone, tablet, laptop or desktop

- Each app has been designed to do very specific things or give access to information like tools, entertainment and banking:

    - For example you can have a personal language learning app like Duolingo, a worldwide social media app like Instagram, or even an app for a spirit level on your phone or tablet

- Remember that every time you install app it may have to access your smartphone data such as location, contacts and microphone - make sure to update your privacy preferences in your settings

What is a Smart Phone?

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- A Smart Phone is a device that primarily operates as a phone but can connect using the internet to other smart devices in various ways
- Not just a telephone! A smart phone can have multiple functions through downloaded apps (applications)
- Apple, Samsung, Huwawei, HTC, One Plus, Sony, Google, Nokia are all companies that create Smart Phones
- A good way to think about it is like cars and the companies that make cars

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What Is The Difference Between Apple and Android?

VS

What Is The Difference Between Apple and Android?

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- Technically they are two very different things but generally they refer to different operating systems (ways the computers work)

- Apple makes smart phones (iPhones) which use the IOS operating system

- Samsung and Google are companies that make smart phones which use Android operating system

- Like driving two different brands of cars, you will notice different layouts and design choices - A smartphone using Android operating system will be a different experience to using an smartphone that uses Apple's IOS operating system

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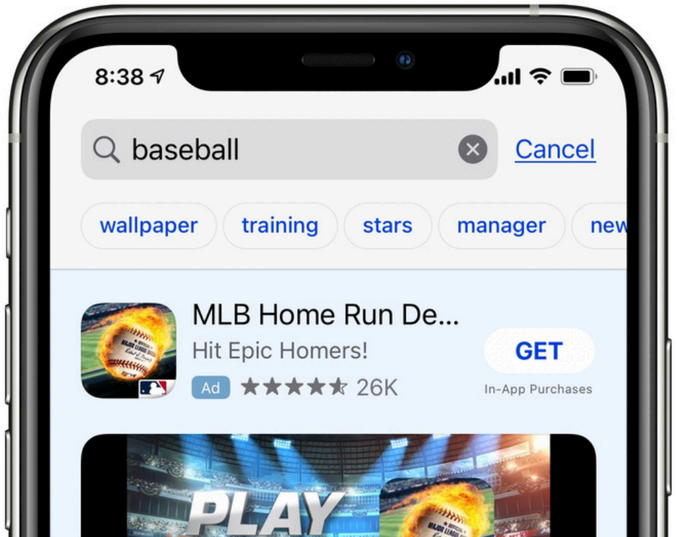
How to download an app ?

On Apple IOS operating system
go to 'App Store'

(icon is a white A with a blue background)
Search the app you are looking for in the Search Bar

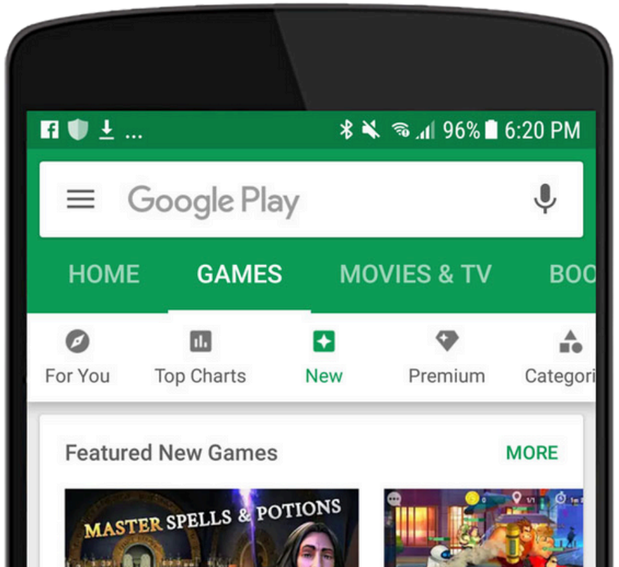
On Android operating system
go to 'Google Play'

(icon is a blue, green, yellow and red triangle)
Search the app you are looking for in the Search Bar



Press on the search bar (just like on Google Search) and type in the letters that spell out the name of the app you are searching for

Press Download - if you have not set up a email on your phone then you will be asked to set one up at this point



What is Cloud Storage?

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- A descriptive name given to an online storage system - as if your digital files and photos are in the sky

- Cloud Storage is actually another form of computer which stores your files through the internet connection, this computer storage system is always available for you to access any files you save to it - you just need to have internet access

- Usually you must set up an online account using an email address and your password - this means that if you have your email address and password you can log on and access your files from any computer

- When you use cloud storage, your files are stored on servers that are owned and maintained by a third-party provider, such as Google Drive, Dropbox, or iCloud. These servers are located in data centers around the world, and are designed to be secure and reliable.

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Connecting to the Internet :

The Internet

The internet is a digital network that allows computers and smart devices around the world to talk to each other, through storing and transferring digital information. It is that infrastructure that can let you order the weekly shop, chat to your relatives on Zoom, move your money between bank accounts and search the web for the weather.

Wi-Fi

Wi-Fi (Wireless Fidelity) is a short range radio signal that provides internet access to wireless-capable device like a phone, tablet, or laptop. Most modern devices support Wi-Fi so that the devices can join a network to gain internet access. You can connect to your WiFi through a router or modem which are supplied from your Internet supplier such as BT, Virgin Media, Plusnet, TalkTalk, Community Fibre

Mobile Data

Mobile data refers to the mobile phone network that your mobile phone uses to connect to the internet. This network is provided by your mobile carrier, and it uses radio waves to transmit data to and from your phone. Mobile data is typically metered, meaning that you are charged based on how much data you use, just like gas and electricity

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QUESTION:

What is your preferred way of connecting to the internet?

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Smart Talks by Age UK Camden: Top Tips for Knowing Your Device

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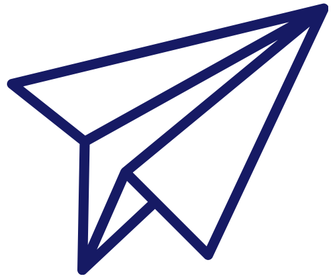
1. Learn The Universal Symbols!

This will be your roadmap to digital devices as many symbols and icons are share across different devices, brands and operating systems

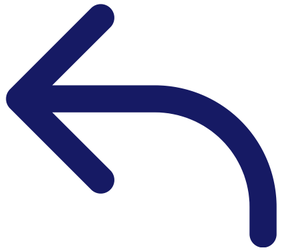
1. Learn The Universal Symbols:

Email Symbols

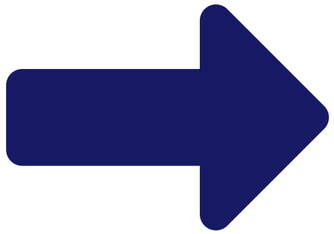
Envelope = compose/ create new email



Paper airplane = send email



Arrow pointing left = reply to email you are viewing



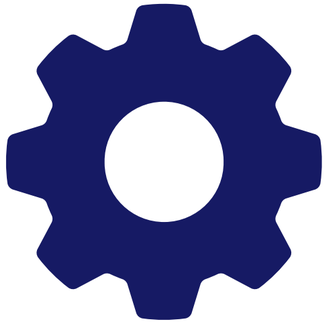
Arrow pointing right = forward the email you are viewing

Paper clip = attach a file (this is how you send a picture in an email)

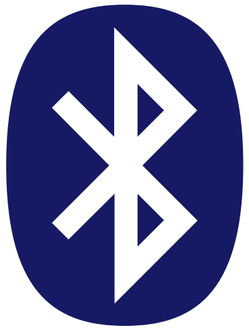
Waste bin = delete email

1. Learn The Universal Symbols
Device Symbols

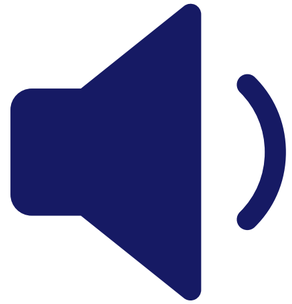
Three lined wave symbol = Wifi



Mechanical gear = settings



Stylised 'B' symbol = bluetooth settings



Megaphone with soundwave = sound turned on

Megaphone and soundwave with crossrunning through = sound muted

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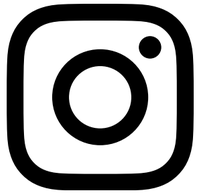
1. Learn The Universal Symbols Social Media Icons



Instagram

Facebook

WhatsApp

YouTube

Twitter

LinkedIn

Pinterest

TikTok

1. Learn The Universal Symbols App Icons / Logos

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Emails

Gmail

Apple Mail

Word Processors

Microsoft Word

Google Docs

Spreadsheet Processors

Microsoft Excel

Google Sheets

Music/Film

Spotify

iTunes

Netflix

Taxis

Uber

Free Now

Maps

Google Maps

Apple Maps

What 3 Words

News

BBC News

The Guardian

Financial Times

Weather

BBC Weather

Apple Weather

Cloud Storage

One Drive

Google Drive

Video Meeting

Zoom

Skype

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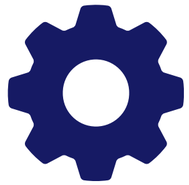
2. Take control of your privacy and security settings



- Every app will ask to collect data from your device while it is installed
- Go to your settings and select 'Privacy Settings' or 'App Permissions' and look for your app icons
- Select your chosen apps and turn off any data permissions that you want to remove
- Usually this is a green toogle switch that you have to tap once - green indicates that it is turned on

3. Be wary of scams on your Device - what to look out for?

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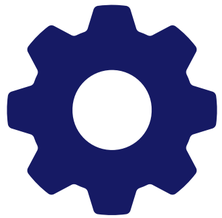
- Be wary of any unknown numbers or email address that contact you
- Many phishing messages will pretend to be respectable organisations or businesses such as Natwest, Royal Mail or HMRC
- Look at the email address or web address - do they end in .com or .uk or a region that you have recently bought from? If not then they may be false
- Your bank will never call you out of the blue and ask for your bank or personal details
- Be a detective! Before clicking on any links try to contact the business/organisation and check that the website addresses match up
- If you're unsure ask a friend or family member
- Keep a book of your passwords and don't use the same one for all online accounts

4. Check your phone for Software and App updates



- Every once in a while your apps and operating system will need a refresh to keep them working
- If an app keeps stalling or is not working properly then it could be time for an update!
- To update your Android operating system go to 'Settings', select 'System' and then select 'System Updates'
- To update your Apple IOS system, go to 'Settings', select 'General' and then'Software Update'
- To update your apps - go to either the App Store (Apple IOS) or Play Store (Android) and search for the app that is not working properly, if an update is available then you will see a small 'update' button at the top of the page

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5. Be kind to yourself

- Technology is always updating and changing - it's not as simple as companies make it out
- Even experts don't know everything about every platform and device - there are thousands of micro differences between devices, operating systems
- Moving to a new devices will mean you have to relearn this will take time
- Don't blame yourself if something goes wrong and ask for help if you get stuck

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Thank you!